

SECRETARY TO CITY MANAGER/DEPUTY CLERK

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction of the City Manager, performs a variety of confidential and highly responsible and complex secretarial and administrative duties in support of the City Manager's Office; participates in coordinating the operation of the administrative support functions of the City Manager's Office; coordinates assigned activities with other departments, work groups, outside agencies, and the general public; and provides information and assistance to the public regarding City and departmental programs, policies, and procedures; plans, organizes, and provides oversight to all City Clerk functions and activities including the custody and access of public records, Council actions, the legal notification of Council meetings and the preparation of agenda materials and minutes for City Council meetings; serves as the official record keeper of the City.

IDENTIFYING CHARACTERISTICS

The Secretary to City Manager/Deputy Clerk is an advanced level secretarial and administrative support class that performs a wide variety of confidential and complex general secretarial and administrative support activities that require a great deal of independent judgment and initiative. The position functions with autonomy and has discretion in planning and completing a wide variety of activities. Responsibilities include the preparation of City Council meeting agendas, related City records and contracts, regular contact with governmental officials, the City Council, representatives of business or community organizations, the public, and all levels of City personnel to exchange information and explain administrative policies and procedures while using tact and discretion.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a wide variety of confidential, responsible, and complex general secretarial and administrative duties in support of the City Manager's Office; relieves the City Manager and other managers and staff of administrative work including investigating and answering questions and complaints and providing assistance in resolving operational and administration problems.
2. Coordinates the administrative support functions for the City Manager's Office; may participate in planning and organizing the work of clerical and other support staff; prepares and revises various operating procedures, rules, and regulations as directed; recommends improvements in work flow and use of equipment and forms; develops and revises office forms and report formats as required; initiates, organizes, and maintains filing systems.
3. Serves as liaison between the City Manager's Office and other City staff, the general public, and outside agencies; screens calls, visitors, and mail including telephone calls for City Council members; responds to complaints and sensitive requests for information and assistance; researches information related to City regulations and departmental policies, procedures, systems, and precedents; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances.
4. Assists in collecting, compiling, analyzing, and assembling information from various sources on a variety of specialized topics related to programs administered by the position or by management staff including the City's risk management and worker's compensations programs; participates in

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the preparation of reports that present and interpret data, identify alternatives, and make and justify recommendations.

5. Maintains a calendar of activities, meetings, and various events for the City Manager; coordinates activities with other City departments, the public, and outside agencies; schedules meetings; coordinates and processes staff travel arrangements.
6. Provides support services to assigned boards, commissions, and committees; prepares, prints, and distributes agendas and agenda packets for meetings; assists City Clerk with preparation of City Council agenda; attends meetings and takes or records minutes of meetings in the absence of the City Clerk; prepares minutes; disseminates information as appropriate.
7. Responds to Public Information Requests from the public and staff; researches and provides necessary information; serves as contact/resource person regarding City policies, procedures, objectives and operational functions; answers questions and provides information where judgment and knowledge are utilized, including in the proper handling of confidential information or files; ensures that citizens have access to information by researching and providing copies as necessary.
8. Serves as official record keeper for the City in the absence of the City Clerk; prepares and indexes meeting notification, agendas, and minutes.
9. Types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts as well as resolutions, proclamations, and ordinances; types from rough draft or verbal instruction; independently composes documents related to assigned area of responsibility.
10. Prepares news releases, advertising materials, and a variety of other public information documents.
11. Accepts, processes, verifies, and reviews materials, applications, records, and reports for completeness and conformance with established regulations and procedures.
12. Initiates and maintains a variety of files and records; maintains manuals and updates resource materials.
13. Utilizes various computer applications and software packages; enters and maintains data; generates reports from a database or network system; creates documents using word processing or spreadsheet software.
14. Assists in the administration of the City's risk management and workers' compensation activities, including receiving and reviewing claims and evaluating and compiling necessary documentation.
15. Acts as election official for consolidated City elections; notices elections, issues nomination papers, reviews candidate statements, files documents with County; acts as filing officer for Fair Political Practices Commission forms, campaign statements for candidates, committees, and public officials; notifies of filing requirements, maintains records and provides assistance.
16. Performs duties of a Notary.
17. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of the City Manager's Office.
Modern office procedures, methods, and equipment including computers.
Computer applications such as word processing, spreadsheets, and statistical databases.
Office management principles, methods, and procedures.
Principles and procedures of record keeping and filing.
Techniques and requirements for the maintenance of confidential records and public records.
Business letter writing techniques.
Principles and practices of fiscal, statistical, and administrative research and report preparation.
Basic principles used in budget preparation, purchasing, and the basic reconciliation of financial accounts.
Practices used in minute taking and preparation.
Methods and techniques of proper phone etiquette.
Customer service techniques, practices, and principles.
English usage, spelling, grammar, and punctuation.
Pertinent federal, state, and local laws, codes, and regulations.
Mathematical principles.

Ability to:

Perform confidential, responsible, and difficult general secretarial and administrative support duties involving the use of independent judgment and personal initiative and resourcefulness.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Learn, interpret, and apply administrative and departmental policies and procedures.
Work cooperatively with other departments, City officials, and outside agencies.
Plan, schedule, direct, and coordinate administrative support functions.
Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
Independently prepare correspondences and memoranda.
Develop, implement, and maintain standard filing systems.
Maintain complex paper and computerized records.
Type and enter data at a speed necessary for successful job performance.
Research, compile, analyze, interpret, and prepare a variety of fiscal, statistical, and administrative reports.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Plan and organize work to meet changing priorities and deadlines.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

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Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in office procedures, business administration, or a related field.

Experience:

Four years of increasingly responsible secretarial and administrative support experience.

License or Certificate:

Possession of an appropriate driver's license.

Possession of, or ability to obtain, a commission as a Notary Public.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with extensive public contact and constant interruptions; may be required to work extended hours and to attend meetings outside of standard working hours.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.